



## CONSULAR ASSISTANT

The U.S. Consulate General in Sydney is seeking individuals for the position of Consular Assistant in the Consular Section.

Requirements: [Refer to Duties and Responsibilities Statement.](#)

Forward letter, resume and response to the selection criteria to the Human Resources Office, U.S. Consulate General Sydney, MLC Centre, 59<sup>th</sup> Floor, 19-29 Martin Place, Sydney NSW 2000 by **July 15, 2010.**

Hand-delivered applications cannot be accepted.  
Offers of employment are subject to medical and security clearances.

Applicants who are not Australian citizens must have a visa status which authorizes employment in Australia.

***Note:*** Only short-listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short-listed, we extend our appreciation for considering the U.S. Government as a potential employer.

The U.S. Government is an equal opportunity employer and maintains a drug-free work environment.

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**POSITION TITLE:**  
**CONSULAR ASSISTANT**

**POSITION GRADE LE-7/FP-07\***  
**(STARTING SALARY**  
**A\$60,779/U.S.\$37,351)**

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**DUTIES AND RESPONSIBILITIES**

**Basic Function of the Position**

The Consular Assistant will support the day-to-day operations of the Consular Section working primarily in American Citizen Services (ACS), reporting to the ACS supervisor. Duties will include the administration of routine and emergency consular service to U.S. citizens in the Sydney Consular District, including passport and citizenship services.

**Major Duties and Responsibilities**

*Special Consular Services*

Assists with the full range of special consular services through information collection relating to arrests, deaths, destitution, medical emergencies, and accidents. Maintains information sheets and handouts. Assists with the completion of reports of death and inventories of effects. Responds to public inquiries and telephone calls on the full range of routine ACS and passport issues including screening calls and referring specific and sensitive cases to the unit supervisor. Prepares documents for notarial services and other services at the counter, as requested. Routine responsibilities include limited fiscal duties disbursing Overseas Citizen Services trust funds received from the Department of State and approval of vouchers for payment of federal benefit authorized medical treatment or tests by local providers.

*Passport and Citizenship*

Assists with the full range of passport and citizenship services through data entry, ACS system processing and window work with the public. Produces passports and reports of birth. Meets with the public to explain the application process, including basic qualifications, and accepts applications. Checks applications for accuracy and completeness; confirms information provided by applicants. Follows up on requests for action on cases in progress, and for information materials and application forms by mail, fax, phone, or at the public counter. Drafts replies to basic inquiries. Transmits names to Washington D.C. through communication equipment and ensures that clearances are obtained before passports are issued; sends follow-up cables and types data. Registers Americans using the ACS software application and updates the records.

*Public Information*

Performs a variety of public information tasks that may include responding to phone messages, e-mail, faxes and letters on ACS issues.

**Selection Criteria**

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Applications that do not address the selection criteria cannot be considered.

1. Completion of secondary school (Year 12) is required.
2. Two years progressively responsible experience in the application of regulatory material or in the public sector, with extensive public contact is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Ability to apply good judgment in evaluating evidence and apply complex regulations is required.
5. Computer skills including word processing and an ability to type 25 wpm is required. This will be tested.
6. Demonstrated communication skills for customer service as well as time management skills including the ability to prioritize is required.

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS WITH 12 MONTHS VALIDITY TO BE ELIGIBLE FOR CONSIDERATION.

### **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their

employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

## **TO APPLY**

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612;  
plus
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

## **SUBMIT APPLICATION TO**

Human Resources Office  
U.S. Consulate General Sydney  
MLC Centre  
59<sup>th</sup> Floor, 19-29 Martin Place  
Sydney NSW 2000

## **THE DEADLINE FOR APPLICATIONS IS JULY 15, 2010**

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.